

Appendix B4: Billing Scenarios

Billing Scenarios

A. Primary Categories

Billing (BLG) Scenarios were generated by applying BellSouth's OSS electronic billing/usage business rules and logical business considerations across the following primary categories:

Primary Categories	Definition
Billing/Usage Types	The types of system generated reports
Customer Types	The type of BellSouth customer (End User, CLEC, etc...)
Interface Types	The types of BellSouth interfaces to be tested
Call Types	The types of calls generated (LD, Local, Operator, etc...)

Figure B.4-I: Billing/Usage Scenario Coverage

1. Billing/Usage Types

Figure B.4-II describes the types of billing/usage reports generated by BellSouth and utilized by CLECs.

Billing/Usage	Description
CRIS/CABS	Primary billing system for POTS and UNE
ADUF	Enables a CLEC to provision its network using BellSouth UNE ports and capture the originating and terminating minutes of use (MOUs) generated when IntraLATA/interlata calls are generated from or terminated to its end user's line.
ODUF	Provides electronic billing data for billable messages which messages that are carried over the BellSouth Network, processed in the BellSouth CRIS Billing System, and billed to BellSouth CLEC customer. Also includes electronic billing data for operator-handled calls originating from CLEC subscriber lines for those CLECs who purchase Operator Services from BellSouth.

Figure B.4-II: Billing/Usage Types

2. Customer Type

The Customer Type category addresses only business and residential end users. The MTP excludes government.

B. Billing/Usage Coverage

Case	Description
501	Daily usage feed test cases will be drawn from selected scenarios found in Appendix B.
502	Invoicing test cases will be drawn from selected scenarios found in Appendix B.
504	A CLEC contacts BellSouth and wishes to make changes to existing leased UNE Loops and/or ports. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.
505	A CLEC contacts Bell South and wishes to order new Loops and/or ports. The order will include new equipment required and no new equipment required. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Scenario # 501: *Daily usage feed test cases will be drawn from selected scenarios found in Appendix B.*

Scenario Description:

Daily usage feed test cases will be drawn from selected scenarios found in Appendix B.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Scenario # 502: *Invoicing test cases will be drawn from selected scenarios found in Appendix B.*

Scenario Description:

Invoicing test cases will be drawn from selected scenarios found in Appendix B.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Scenario # 503: A CLEC requests EODUF report.

Scenario Description:

A CLEC requests EODUF report

Network Configuration:

NA

Delete

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Scenario # 504: A CLEC contacts BellSouth and wishes to make changes to existing CLEC leased UNE loops and/or ports. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Scenario Description:

A CLEC contacts BellSouth and wishes to make changes to existing CLEC leased UNE loops and/or ports. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Scenario # 505: A CLEC contacts BellSouth and wishes to order new Loops and/or ports. The order will include new equipment required and no new equipment required. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Scenario Description:

A CLEC contacts BellSouth and wishes to order new Loops and/or ports. The order will include new equipment required and no new equipment required. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Appendix B5: M & R Scenarios

Maintenance & Repair Scenarios

A. Primary Categories

Maintenance & Repair (M&R) Scenarios were generated by applying BellSouth's OSS electronic ordering business rules and business logic across the following primary categories:

Primary Categories	Definition
1. Products and Services	The products and services which cause trouble reports.
2. Trouble Types	The type of trouble reported by the customer
3. Customer Types	The type of end user account linked to an order.
4. Interface Types	The type of BellSouth interface to be tested.

Figure B5-I: Maintenance & Repair Scenario Coverage

1. Products and Services

Figure B5-II lists the individual products covered in the functionality test per the Product Selection analysis described in Appendix A of this Test. A statistically and functionally representative sample of resale and UNE trouble test cases, including error conditions, will be tested at volumes.

Products to be Tested for Maintenance & Repair
UNE Loops
2-Wire Analog Designed Loops
2-Wire Analog Non-Designed Loops
4-Wire Analog Designed Loops
4-Wire Analog Designed Loops
4-Wire ISDNB Loops
4-Wire DS-1 Loops
UNE Port
Analog Port
Digital Port
UNE Loop-Port
2-Wire Analog Loop-Port Combination
4-Wire Analog Loop-Port Combination
2-Wire Analog Loop-Port Combination
4-Wire Analog Loop-Port Combination
Loop-Dedicated Interoffice Transport Combination
Resale
Simple Resale
ISDN-BRI
Analog PBX DID Trunk
Synchronet

Figure B5-II: Products to be Tested for Maintenance & Repair

2. Trouble Types

Figure B5-III describes the types of trouble reports that will be entered into the TAFI and ECTA interfaces.

<i>Trouble Type</i>	<i>Description</i>
Dialtone Problems	Dialtone trouble includes: inability to originate and/or receive calls, no dialtone at times, slow dialtone, and dialtone after dialing.
Transmission Problems	Transmission trouble includes interference or poor sound quality while originating or receiving calls.
Feature Problems	Feature trouble includes problems with customer's features. * TAFI can also process service verification requests by comparing information on the CSR with what is programmed in the switch, including calling plans, features and PIC. ECTA only allows the CLEC to "enter" a trouble report for subsequent manual processing
Switched Network Problems	Switched network problems include trouble related to the switch.
Data Problems	Data trouble specifies problems with sending and receiving data.
Other	Other trouble type includes historical reports, information and non-categorized problems. Physical problems are labeled as "other" in Figure B5-IV.

Figure B5-III: M&R Trouble Types

3. Customer Type

The Customer Type category addresses only business and residential end users. The Test excludes government.

4. Interface Type

BellSouth offers two interfaces for CLEC maintenance & repair issues: ECTA and TAFI. In many cases, both ECTA and TAFI will be tested using the same scenario.

B. Test Case Definition (Secondary Requirements)

Additional requirements or variables will be introduced below the test scenario level in order to define individual test cases. These secondary requirements will address designed errors (e.g., invalid entries), cancels and repeat troubles. In addition, timing associated with trouble reports on new installations will vary at the test case level.

Note: TAFI processes non-designed, telephone number based, Plain Old Telephone Service (POTS). Because unbundled ports and unbundled loop - port combos are handled in the same manner as a POTS line for maintenance and repair, non-designed UNEs can be entered through TAFI. Unbundled Loops and designed UNEs, on the other hand, will not be entered via TAFI.

Note: ECTA will enter both POTS troubles in LMOS and 'designed' service troubles in WFA for subsequent manual processing. With the deployment of ECTA Release 5.0 (due 6/21/99), ECTA will enter non-designed UNE Loop (SL-1) troubles in LMOS.

C. Maintenance & Repair Coverage

The following table illustrates coverage of the maintenance & repair scenarios along the four primary categories described above.

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
Analog UNE Loop															
601	CLEC reports unbundled designedSL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot receive or make originate calls.	X				X						X			X
602	CLEC reports unbundled designedUNE SL2 analog loop trouble to BST on behalf of CLEC residential customer who cannot make originate or receive calls.	X				X							X		X
603	CLEC reports unbundled designedSL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.	X				X						X			X
604	CLEC reports unbundled designedSL2 UNE analog loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.	X				X							X		X
605	CLEC reports unbundled designedUNE SL2 analog loop trouble to BST in response to CLEC business customer complaint that although they can originate or calls, they cannot receive calls.	X				X						X			X
606	CLEC reports trouble on an unbundled designedSL2 UNE analog loop to BST on behalf of CLEC residential customer who cannot receive calls.	X				X							X		X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
607	CLEC submits trouble report on an unbundled designed SL2 UNE analog loop to BST on behalf of a CLEC business customer who complains about noise on the lines.	X					X					X			X
608	CLEC submits trouble report on unbundled designed UNE SL2 analog loop to BST in response to CLEC residential customer's complaints of crosstalk.	X					X						X		X
Digital UNE Loop															
609	CLEC reports line failure on unbundled digital loop to BST. Deleted		X			X						X			X
610	CLEC reports line failure to BST on unbundled designed SL1 UNE DSO loop.		X			X							X		X
611	CLEC reports trouble on four unbundled designed SL1 UNE digital loops to BST in regard to CLEC business customer complaint that they cannot originate calls.		X			X						X			X
612	CLEC reports trouble on unbundled designed SL1 UNE digital loop to BST on behalf of residential customer who cannot originate calls.		X			X							X		X
613	CLEC reports trouble on unbundled designed SL2 UNE digital loop to BST on behalf of small CLEC business customer who cannot receive calls.		X			X						X			X
614	CLEC reports trouble on unbundled designed SL2 UNE digital loop to BST on behalf of small CLEC residential customer who cannot receive calls.		X			X							X		X
615	CLEC reports high bit error-rates on two unbundled designed SL2 UNE DSO loops to BST in response to CLEC business customer complaint.		X							X		X			X
616	CLEC submits trouble report on unbundled digital loop to BST in response to CLEC residential customer complaint of poor throughput on ISDN line. Deleted		X							X			X	X	X

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	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
Analog Loop - Port UNE Combination															
617	CLEC submits trouble report on two unbundled analog loop—port combinations to BellSouth in response to CLEC business customer report of NDT on two of five lines.Deleted	X				X						X		X	X
618	CLEC reports trouble on unbundled-UNE analog loop - port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.	X				X							X	X	X
619	CLEC reports trouble on unbundled-UNE analog loop - port combinations to BST on behalf of CLEC business customer who cannot originate calls after migration from BST.	X				X						X		X	X
620	CLEC reports trouble on unbundled-UNE analog loop - port combination to BST in response to CLEC residential customer complaint of inability originate calls after migration from BST.	X				X							X	X	X
621	CLEC submits trouble on 6 unbundled-UNE analog loop - port combinations to BellSouth on behalf of -CLEC business customer who cannot receive calls after migration from BST.	X				X						X		X	X
622	CLEC reports trouble on unbundled-UNE analog loop - port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.	X				X							X	X	X
623	CLEC submits trouble on four BST provided unbundled analog loop—port combinations to BellSouth in response to CLEC business customer complaint of noisy lines.Deleted	X					X					X		X	X
624	CLEC reports trouble on unbundled analog loop—port combination to BellSouth in response to CLEC residential customer complaint of noisy line.Deleted	X					X						X	X	X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans- mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
625	CLEC submits trouble report about unbundled analog loop—port combination to BellSouth in response to CLEC business customer’s complaint of noisy line.Deleted	X					X					X			X
626	CLEC reports trouble on nine unbundled non-designed UNE analog loop - port combinations to BST on behalf of CLEC business customer whose vertical Three-Way Calling features isare not functioning properly.	X						X				X		X	
Digital Loop-Port UNE Combination															
627	CLEC reports feature trouble on unbundled non-designed digital UNE ISDN loop—port combination to BST in response to CLEC residential customer complaint.		X					X					X	X	X
628	CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided unbundled UNE analog loop - port combination.	X									X	X		X	
629	CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by 2 BST provided unbundled UNE analog loop - port combinations.	X									X		X	X	
630	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled analog loop - port combination.	X							X			X		X	
631	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled analog loop - port combination.	X							X				X	X	
Digital Loop-Port UNE Combination															
632	CLEC reports trouble on unbundled digital loop—port combination to BST on behalf of CLEC		X			X						X			X

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	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans- mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFT	ECTA
	business customer who cannot receive or originate calls. Deleted														
633	CLEC reports NDT on two three unbundled digital UNE ISDN BRI loop— ports combinations to BST.		X			X						X			X
634	CLEC reports trouble on unbundled digital UNE ISDN BRI loop— port combination to BST on behalf of CLEC residential customer who cannot make or receive calls.		X			X							X		X
635	CLEC submits troubles NDT on unbundled digital UNE ISDN BRI loop— port combination to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.		X			X							X		X
636	CLEC reports trouble on three unbundled digital loop— port combinations UNE ISDN BRI ports to BST in response to CLEC business customer complaint that they cannot originate calls.		X			X						X			X
637	CLEC reports trouble on unbundled digital loop— UNE ISDN BRI port combination to BST on behalf of CLEC residential customer who cannot originate calls.		X			X							X		X
638	CLEC reports trouble on three unbundled digital loop— port combinations to BST on behalf of CLEC business customer who cannot receive calls. Deleted		X			X						X			X
639	CLEC reports trouble on unbundled digital loop— port combination to BST in response to CLEC residential customer who cannot receive calls. Deleted		X			X							X		X
640	CLEC submits trouble on three unbundled digital loop— port combinations to BST in response to CLEC business customer complaint that calls on hunting line are not rolling from one line to		X					X				X			X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAPI	ECTA
	another. Deleted														
641	CLEC reports vertical feature trouble on unbundled digital loop — UNE ISDN-BRI port combination to BST for CLEC residential line.		X					X					X		X
642	CLEC reports trouble on unbundled digital loop — port combination to BST in response to CLEC business customer complaint about low data rate on ISDN line. Deleted		X							X		X			X
643	CLEC reports trouble on unbundled digital loop — port combination to BST in response to CLEC residential customer's inability to send data over ISDN line. Deleted		X							X			X		X
UNE Port (Scenarios 648, 657, 658, and 659 were modified to be used for digital loop observations)															
644	CLEC reports trouble on unbundled UNE analog port to BST in response to business customer's inability to receive or originate calls.	X				X						X		X	X
645	CLEC submits trouble report on two unbundled digital UNE ISDN-BRI ports to BST in response to CLEC residential customer report of NDT.		X			X							X	X	X
646	CLEC reports trouble with unbundled UNE port to BST in response to CLEC business customer complaint that calls cannot be originated on any line on ISDN-BRI line.		X			X						X		X	X
647	CLEC reports trouble with unbundled port to BST in response to CLEC residential customer complaint that calls cannot be originated on second line of ISDN-BRI line. Deleted		X			X							X	X	X
648	CLEC reports trouble on unbundled UNE digital loop port to BST in response to CLEC business customer's inability to receive incoming calls on their ADSL.		X			X						X		X	X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans- mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
649	CLEC submits trouble report on analog unbundled port to BST as a result of CLEC residential customer's inability to receive incoming calls. Deleted	X				X							X	X	X
650	CLEC reports to BST that features for CLEC business customer are not working properly due to unbundled UNE analog port.	X						X				X		X	X
651	CLEC reports to BST that features for CLEC residential customer are not working properly due to unbundled digital UNE analog port.	X	X					X					X	X	X
652	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided unbundled UNE analog port.	X									X		X	X	
653	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided unbundled UNE analog/digital port.		X								X	X		X	
654	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC business customer served by BST unbundled analog port. Deleted	X							X			X		X	
655	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST unbundled digital port. Deleted		X						X				X	X	
656	CLEC reports outage of unbundled analog port to BST. Deleted	X									X	X		X	X
657	CLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST.		X			X						X			X
658	CLEC reports transmission problems on unbundled IOF - loop combination to BST per CLEC business customer's complaint.		X				X					X			X

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	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAPI	ECTA
659	CLEC reports PBX trunk failure on unbundled digital loop to BST.		X								X	X			X
Resale															
660	CLEC reports inability to originate or receive calls on resale POTS line to BST. Deleted			X		X							X	X	X
661	CLEC reports inability to originate calls on resale POTS line to BST. Deleted			X		X						X		X	X
662	CLEC reports inability to receive calls on resale POTS line to BST. Deleted			X		X							X	X	X
663	CLEC reports intermittent noise trouble on resale POTS line. Deleted			X			X						X	X	X
664	CLEC reports feature trouble on resale POTS line to BST. Deleted			X				X					X	X	X
665	CLEC reports to BST that Hunting is not working on resale line. Deleted				X				X			X			X
666	CLEC reports trouble on resale Synchronet line to BST.				X					X		X			X
667	CLEC reports high distortion on resale ISDN BRI line to BST. Deleted				X					X		X		X	X
668	CLEC reports hunting problems on resale POTS line to BST. Deleted			X					X			X		X	X
669	CLEC reports PBX trunk failure on resale line to BST. Deleted				X						X	X			X

Figure B5-IV: Maintenance & Repair Coverage Matrix

D. Maintenance & Repair Scenarios

The following list is a summarization of the maintenance and repair scenarios. They will be used to test ECTA and the TAFI version developed for use by Competitive Local Exchange Carriers (CLECs).

Scenario #	Trouble Description
601	<i>CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot receive or make calls.Deleted</i>
602	<i>CLEC reports unbundled designedUNE SL2 analog loop trouble to BST on behalf of CLEC residential customer who cannot make <u>originate</u> or receive calls.</i>
603	<i>DeletedCLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.</i>
604	<i>DeletedCLEC reports unbundled designed analog loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.</i>
605	<i>CLEC reports unbundled designedUNE SL2 analog loop trouble to BST in response CLEC business customer complaint that although they can <u>originate</u> or <u>receive</u> calls, they cannot receive calls.</i>
606	<i>CLEC reports trouble on an unbundled designed analog loop to BST on behalf of CLEC residential customer who cannot receive calls.Deleted</i>
607	<i>CLEC submits trouble report on an unbundled designedSL1 UNE analog loops to BST on behalf of a CLEC business customer who complains about noise on the lines.</i>
608	<i>CLEC submits trouble report on unbundled designedUNE SL2 analog loop to BST in response to CLEC residential customer's complaints of crosstalk.</i>
609	<i>CLEC reports line failure on unbundled UNE SL2 digital loop to BST.</i>
610	<i>CLEC reports line failure to BST on unbundled designed DSO loop.Deleted</i>
611	<i>CLEC reports trouble on four unbundled UNE SL1 digital loops to BST in regard to CLEC business customer complaint that they cannot originate calls.</i>

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Scenario #	Trouble Description
612	<i>CLEC reports trouble on unbundled <u>SL1 UNE</u> digital loop to BST on behalf of residential customer who cannot originate calls.</i>
613	<i>DeletedCLEC reports trouble on unbundled digital loop to BST on behalf of small CLEC business customer who cannot receive calls.</i>
614	<i>DeletedCLEC reports trouble on unbundled digital loop to BST on behalf of small CLEC residential customer who cannot receive calls.</i>
615	<i>DeletedCLEC reports high bit error rates on two unbundled designed DSO loops to BST in response to CLEC business customer complaint.</i>
616	<i>DeletedCLEC submits trouble report to BST in response to CLEC residential customer complaint of poor throughput on ISDN line.</i>
617	<i>DeletedCLEC submits trouble report on two unbundled analog loop—port combinations to BellSouth in response to CLEC business customer report of NDT on two of five lines.</i>
618	<i>CLEC reports trouble on unbundled <u>SL1 UNE</u> analog loop—port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.</i>
619	<i>CLEC reports trouble on unbundled <u>SL1 UNE</u> analog loop—port combination to BST on behalf of CLEC business customer who cannot originate calls after migration from BST.</i>
620	<i>CLEC reports trouble on unbundled analog loop—port combination to BST in response to CLEC residential customer complaint of inability originate calls after migration from BST.Deleted</i>
621	<i>CLEC submits trouble on unbundled <u>SL1 UNE</u> analog loop—port combinations to BellSouth on behalf of CLEC business customer who cannot receive calls after migration from BST.</i>
622	<i>CLEC reports trouble on unbundled <u>SL1 UNE</u> analog loop—port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.</i>
623	<i>DeletedCLEC submits trouble on four BST provided analog loop—port UNE combinations to BellSouth in response to CLEC business customer complaint of noisy lines.</i>
624	<i>DeletedCLEC reports trouble on unbundled analog loop—port combination to BellSouth in response to CLEC residential customer complaint of noisy line.</i>

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Appendix B5 - MR Scenarios 10_15.docAppendix B5 - M&R Scenarios 10_13.docAppendix B5 - M&R Scenarios 10_08.docAppendix B5 - M&R Scenarios 10_08.docAppendix B5_9_30.docAppendix B5 - M&R Scenarios.doc

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Scenario #	Trouble Description
625	CLEC submits trouble report about unbundled analog loop—port combination to BellSouth in response to CLEC business customer's complaint of noisy line.
626	CLEC reports trouble on nine unbundled non-designed <u>SL1 UNE</u> analog loop—port combinations to BST on behalf of CLEC business customer whose <u>Call Waiting</u> vertical features are not functioning properly.
627	CLEC reports feature trouble on unbundled non-designed <u>SL1 UNE ISDN</u> digital loop—port combination to BST in response to CLEC residential customer complaint.
628	CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided unbundled non-designed <u>UNE</u> analog loop—port combination.
629	CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by BST provided unbundled non-designed <u>UNE</u> analog loop—port combination.
630	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled non-designed analog loop—port combination.
631	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled non-designed analog loop—port combination.
632	CLEC reports trouble on unbundled digital loop—port combination to BST on behalf of CLEC business customer who cannot receive or originate calls. CLEC
633	CLEC reports NDT on three unbundled digital <u>SL1 UNE ISDN BRI</u> loop—port combinations to BST.
634	CLEC reports trouble on unbundled digital <u>SL2 UNE ISDN BRI</u> loop—port combination to BST on behalf of CLEC residential customer who cannot make or receive calls.
635	CLEC submits troubles NDT on unbundled <u>SL2 UNE ISDN BRI</u> digital loop—port combination to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.
636	CLEC reports trouble on three unbundled digital loop—port combinations to BST in response to CLEC business customer complaint that they cannot originate calls.

Scenario #	Trouble Description
637	Deleted CLEC reports trouble on unbundled digital loop—port combination to BST on behalf of CLEC residential customer who cannot originate calls.
638	Deleted CLEC reports trouble on three unbundled digital loop—port combinations to BST on behalf of CLEC business customer who cannot receive calls.
639	Deleted CLEC reports trouble on unbundled digital loop—port combination to BST in response to CLEC residential customer who cannot receive calls.
640	CLEC submits trouble on three unbundled digital <u>SL2 UNE ISDN BRI</u> loop—port combinations to BST in response to CLEC business customer complaint that calls on hunting line are not rolling from one line to another.
641	CLEC reports vertical feature trouble on unbundled digital loop—port combination to BST for CLEC residential line. Deleted
642	CLEC reports trouble on unbundled digital <u>SL2 UNE ISDN BRI</u> loop—port combination to BST in response to CLEC business customer complaint about low data rate on ISDN line.
643	CLEC reports trouble on <u>SL2 UNE ISDN BRI</u> unbundled digital loop—port combination to BST in response to CLEC residential customer's inability to send data over ISDN line.
644	CLEC reports trouble on unbundled <u>SL1 UNE</u> analog port to BST in response to business customer inability to receive or originate calls.
645	CLEC submits trouble report on two unbundled digital <u>UNE ISDN BRI</u> ports to BST in response to CLEC residential customer report of NDT.
646	CLEC reports trouble with unbundled <u>UNE ISDN BRI</u> port to BST in response to CLEC business customer complaint that calls cannot be originated on any line on ISDN BRI line.
647	CLEC reports trouble with unbundled port to BST in response to CLEC residential customer complaint that calls cannot be originated on second line of ISDN BRI line. Deleted
648	CLEC reports trouble on unbundled digital <u>UNE ADSL</u> port to BST in response to CLEC business customer's inability to receive incoming calls.
649	CLEC submits trouble report on analog unbundled port to BST as a result of CLEC residential customer's inability to receive incoming calls. Deleted

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Scenario #	Trouble Description
650	<i>CLEC reports to BST that features for CLEC business customer are not working properly due to unbundled <u>SL1 UNE</u> analog port.</i>
651	<i>CLEC reports to BST that features for CLEC residential customer are not working properly due to unbundled <u>SL1 UNE</u> analog/digital port.</i>
652	<i>CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided unbundled <u>SL1 UNE</u> analog port.</i>
653	<i>CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided unbundled <u>SL1 UNE</u> digital port.</i>
654	<i>DeletedCLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC business customer served by BST unbundled analog port.</i>
655	<i>DeletedCLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST unbundled digital port.</i>
656	<i>DeletedCLEC reports outage of unbundled analog port to BST.</i>
657	<i>DeletedCLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST.</i>
658	<i>DeletedCLEC reports transmission problems on unbundled IOF—loop combination to BST per CLEC business customer's complaint.</i>
659	<i>DeletedCLEC reports PBX trunk failure on unbundled digital loop to BST.</i>
660	<i>DeletedCLEC reports inability to originate or receive calls on resale POTS line to BST.</i>
661	<i>DeletedCLEC reports inability to originate calls on resale POTS line to BST.</i>
662	<i>DeletedCLEC reports inability to receive calls on resale POTS line to BST.</i>
663	<i>DeletedCLEC reports intermittent noise trouble on resale POTS line.</i>
664	<i>DeletedCLEC reports feature trouble on resale POTS line to BST.</i>
665	<i>DeletedCLEC reports to BST that Hunting is not working on resale line.</i>
666	<i>DeletedCLEC reports trouble on resale Synchronet line to BST.</i>

Scenario #	Trouble Description
667	Deleted CLEC reports high distortion on resale ISDN BRI line to BST.
668	Deleted CLEC reports hunting problems on resale POTS line to BST.
669	Deleted CLEC reports PBX trunk failure on resale line to BST.

Figure B5-V: Maintenance & Repair Scenarios